

COMMON RESULTS LANGUAGE FRAMEWORK*

Developed jointly by Executive and Legislative Branches

Adopted by the Iowa Empowerment Board, April 14, 2000

**The Common Results Language Framework was used by the Iowa Empowerment Board and Community Empowerment Areas to report the information contained in this section "Achieving Results."*

1. **Demand**

Definition: the estimated level of need for any program, activity, or service.

2. **Result**

Definition: the effect desired for Iowans.

Empowerment results for Iowans:

- *Healthy Children*
- *Children Ready to Succeed in School*
- *Safe and Nurturing Families*
- *Safe and Supportive Communities*
- *Secure and Nurturing Childcare Environments*

3. **Indicator**

Definition: A measure that indirectly quantifies the achievement of a result.

Indicators can be statewide indicators or local indicators.

4. **Performance Measures**

Definition: measures that assess a program, activity, or service.

Performance measures include:

- a. **How much did we put in? (input measures):** The financial and non-financial resources invested, used, or spent for programs, activities or services.
- b. **How much did we do? (output measures):** A quantification of the programs, activities, or services produced or provided.
- c. **How well did we do it? (quality, efficiency, and customer satisfaction measures):** Measures of the quality, speed, accuracy, cost, unit cost, or productivity associated with a given program, activity or service.
- d. **What difference did it make for the customer? (outcome measures):** The measurable effect on customers, clients, the environment, roads, etc., of a program, activity, or service.